



JOB AID: Updating and Adding New Repair Facility

Purpose

This Job Aid is intended to outline how to update an existing Repair Facility and how to add a new Repair Facility when logging an interaction or starting a claim.

Teams Impacted

- Claims Support
- General Claims
- Technical Claims

Procedure:

Updating a Repair Facility in CMS

1. Following How to start a Claim or Log Interaction SOP and entering repair facility information.
2. The Repair Facility Info screen will populate.
 - a. Search by Zip Code
 - b. Use the Quick Filter search to locate a Repair Facility by City, Name, Address, or Phone Number
 - c. Select the radio button next to the Repair Facility to open the Selected Repair Facility Information screen.

NOTE: If the Repair Facility status shows Inactive or Ineligible, you will not be able to start a claim.

Repair Facility Info

Zip Code

Quick Filter

<input type="radio"/>	Name	Status	Address	Phone Number
<input type="radio"/>	85705 Dirty T automotive	Active	3350 N Oracle Rd Tucson AZ 85705-3590 US	520-838-0110
<input type="radio"/>	HOLMES TUTTLE FORD	Active	660 W Auto Mall Dr Tucson AZ 85705-6009 US	520-292-3675
<input type="radio"/>	85705 AUTOHAUS TUCSON AZ	Active	319 E Fort Lowell Rd Tucson AZ 85705-3924 US	520-795-1673
<input type="radio"/>	85705 Brake Masters #105	Active	3803 N Oracle Rd Tucson AZ 85705-3226 US	(520) 308-6174
<input type="radio"/>	Royal Landrover Jaguar of Tuscon	Active	4670 Circuit Rd Tucson AZ 85705-6024 US	(520) 696-2963
<input type="radio"/>	85705 TUCSON TRANSMISSION & AUTO REPA...	Active	2435 W Curtis Rd Tucson AZ 85705-1201 US	520-888-2790
<input type="radio"/>	Primarily Japanese Auto Service	Active	600 N Stone Ave Tucson AZ 85705-8349 US	(520) 629-8828
<input type="radio"/>	85705 BMW OF TUCSON	Active	855 W Wetmore Rd Tucson AZ 85705-1549 US	(520) 690-3060
<input type="radio"/>	85705 JACK FURRIER TIRE AND AUTO	Active	370 W Grant Rd Tucson AZ 85705-5532 US	520-523-6452

Continue with selected

New Repair Facility

Steps

☒ General Info

☒ Repair Facility Info

☐ Vehicle Info

☐ Concerns Info

☐ Interaction Review



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- From the Selected Repair Facility Screen, you can select the **Pencil icon** to edit the Repair Facility information then click **Save**.

Repair Facility Info

Selected Repair Facility

Account Name: 85705 JACK FURRIER TIRE AND AUTO Rename

Shipping Address: 370 W Grant Rd
Tucson, AZ 85705-5532
US Relocate

Basic Info

Phone: 520-523-6452

Fax:

Email: jf20@westerntire.net.invalid

Hours Of Operation: M-S 8-5

Payment Method: CC By Email

Fleet Number: --None--

Cancel Save

Steps

- General Info
- Repair Facility Info**
- Vehicle Info
- Concerns Info
- Interaction Review

Adding a New Repair Facility in CMS

- On Repair Facility Info Screen, if you are not seeing the shop calling in you will need to add them start by clicking **New Repair Facility**

Repair Facility Info

Zip Code: 85705

Quick Filter

Name	Status	Address	Phone Number
85705 Dirty T automotive	Active	3350 N Oracle Rd Tucson AZ 85705-3590 US	520-838-0110
85705 AUTOHAUS TUCSON AZ	Active	319 E Fort Lowell Rd Tucson AZ 85705-3924 US	520-795-1673
85705 Brake Masters #105	Active	3803 N Oracle Rd Tucson AZ 85705-3226 US	(520) 308-6174
Primarily Japanese Auto Service	Active	600 N Stone Ave Tucson AZ 85705-8349 US	(520) 629-8828
85705 BMW OF TUCSON	Active	855 W Wetmore Rd Tucson AZ 85705-1549 US	(520) 690-3060
LEXUS OF TUCSON	Active	4670 Circuit Rd Tucson AZ 85705-6024 US	(520) 696-2800
85705 JACK FURRIER TIRE AND AUTO	Active	370 W Grant Rd Tucson AZ 85705-5532 US	520-523-6452
85705 DESERT AUTOTECH	Active	44 W Flores St Tucson AZ 85705-5523 US	(520) 203-7272
85705 Monsoon Auto	Active	550 E Fort Lowell Rd Tucson AZ 85705-3929 US	(520) 620-9229

Continue with selected New Repair Facility

Steps

- General Info
- Repair Facility Info**
- Vehicle Info
- Concerns Info
- Interaction Review

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2. On the New Repair Facility screen, use the Google search box to locate new Repair Facility, using their Name and City
 - a. If that Repair Facility populates click the “+” to use

Repair Facility Info

Q New Repair Facility



< 1 of 2 >

	Name	Address	Phone
<input type="checkbox"/>	Arizona Transmission & Engine Exchange	4800 S Country Club Rd, Tucson, AZ 85714, United States	
<input type="checkbox"/>	Aztec Transmission Services Inc	831 W Grant Rd, Tucson, AZ 85705, United States	
<input type="checkbox"/>	(Mobile Mechanic) AtoZ Mobile Repair Services of Tucson	4621 N Fairview Ave, Tucson, AZ 85705, United States	
<input type="checkbox"/>	AA All Star Transmission	3355 E Michigan St, Tucson, AZ 85714, United States	
<input type="checkbox"/>	Transmission Unlimited	1537 S Craycroft Rd #131, Tucson, AZ 85711, United States	
<input type="checkbox"/>	AASTRO Transmission and Auto Repair	4443 W Ina Rd, Tucson, AZ 85741, United States	
<input type="checkbox"/>	AASTRO Transmission & Auto Repair	8455 E Broadway Blvd, Tucson, AZ 85710, United States	
<input type="checkbox"/>	AASTRO Transmission & Auto Repair	5302 E Speedway Blvd, Tucson, AZ 85712, United States	
<input type="checkbox"/>	Transmission Outlet	1050 S Euclid Ave, Tucson, AZ 85719, United States	
<input type="checkbox"/>	Tucson Transmission & Auto Repair	2435 W Curtis Rd, Tucson, AZ 85705, United States	

It's none of these

Steps

- ☒ General Info
- ☐ **Repair Facility Info**
- ☐ Vehicle Info
- ☐ Concerns Info
- ☐ Interaction Review

3. If you don't see the Repair Facility information click **None Of These** to create a new Repair Facility record.
4. Fill in the following: (see list) before clicking Submit.
 - a. Name
 - b. Phone Number
 - c. Hours of Operation
 - d. Shipping address (Physical Location to send part)
 - e. Shipping City
 - f. Shipping State

Important! If the address is not valid a message will prompt at the bottom. Double check full spelling of address including street name.

5. Click **Submit** CMS will populate google suggested addresses. Select the suggested address that best fits the full street spell of the repair facility information.

Select an address

We found an alternate address based on your input. Please select which one to use for better accuracy. The differences have been highlighted for your convenience.

NOTE: Selecting the original address will cause the repair facility to **not be geocoded** and will impact identification of duplicates.

	Title	Street	City	State	Postal Code	Country
<input type="radio"/>	Original	830 E Ft. Lowell Rd.	Tucson	AZ		
<input checked="" type="radio"/>	Suggestion	830 East Fort Lowell Road	Tucson	AZ	85719	US



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6. Click the **Pencil** and complete:
 - a. Basic information
 - b. Other information
 - c. Add a Contact information.
 - i. Contact email is to request documents for advisor.
7. Now finish following **SOP How to start a Claim or Log Interaction**.

Approval & Revision

Date Created 08/18/2023	Created By Johnnie Martinez	Date Approved 08/21/2023	Approved By Dept: Jason Dolan	
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]